



2019 COAT NATIONAL CONFERENCE

Communicating Justice: Tribunals in the Community



6 – 7 JUNE 2019
MELBOURNE CONVENTION AND EXHIBITION CENTRE

Dear colleagues,

Welcome to the 2019 COAT National Conference.

The theme for the conference is “Communicating Justice: Tribunals in the Community”. The program will include a range of plenary sessions, panel sessions and presentations shaped to explore and inform around this theme.

We thank you for attending and trust you will enjoy what promises to be a professionally and socially fulfilling time in Melbourne.

Genevieve Nihill

Chair, 2019 National Conference Organising Committee

CONFERENCE ORGANISING COMMITTEE

CONFERENCE CHAIR

- Genevieve Nihill

ORGANISING COMMITTEE

- Justice Judy Hughes
- Graeme Neate
- Anina Johnson
- James Crichton
- Tricia Harper
- Susan Burdon-Smith
- Susan Woodford
- Jodie Preston (Secretariat)

SPECIAL REQUIREMENTS

Every effort has been made to ensure delegates with special requirements are catered for. Should you require any assistance, please contact the Registration Desk to enable us to make your attendance at the conference a pleasant and comfortable experience.

REGISTRATION TIMES

If you have any questions, ask staff at the Registration Desk.

Thursday	08:30 – 17:00
Friday	08:00 – 17:00

NAME BADGES

Delegates must wear their name badge at all times during the conference. Badges will serve as identification for entrance to all sessions, catering breaks and social functions. For your information, the colours of the name badges represent:

Delegates	Black
Invited Speaker	Navy Blue
Committee	Yellow
COAT Executive	Green

CONFERENCE ATTIRE

Dress for the conference is smart casual.

SOCIAL FUNCTIONS

Conference Dinner

Date:	Thursday 6 June 2019
Venue:	Clarendon Room A&B Melbourne Convention & Exhibition Centre
Agenda:	Pre dinner drinks: 19:00 Dinner: 19:30 – 22:30
Attire:	Smart casual





CONNECTING TO M CONNECT

Connecting to the wireless network varies depending upon the device being used.

Please follow the below steps:

1. Select the M Connect wireless service as you would normally do using your wireless device.
2. Open your preferred internet browser (such as Safari, Firefox or Internet Explorer).
3. The M Connect log in page will appear in your browser (see above).
4. Read the terms and conditions page and choose to agree in order to connect.
5. Click the CONNECT NOW button.
6. Commence using M Connect.



THURSDAY 6 JUNE 2019 – CONFERENCE DAY 1

Room	Meeting Room 106 & 105	Meeting Room 104	Meeting Room 103
9:00	Mental Health Tribunals Meeting	Human Rights Act (QLD)/Charter of Human Rights and Responsibilities (VIC)/ Human Rights Act (ACT) – Information Sharing	Interjurisdictional Workers Compensation Dispute Resolutions Organisation Meeting (closed meeting, by invitation only)
10:30	Heads of Tribunals Meeting		Health Practitioners Tribunals Meeting (invitation only)
12:00 – 13:00	Lunch and Registration		
Room	Meeting Room 106 & 105		
13:00 – 13:10	Welcome and Introduction <i>Anne Britton,</i> <i>Chair, Council of Australasian Tribunals (National)</i> Welcome to Country		
13:10 – 13:20	Opening remarks <i>Justice Michelle Quigley,</i> <i>President, Victorian Civil and Administrative Tribunal</i>		
Chair	Justice Michelle Quigley		
13:20 – 14:00	Communicating justice – striking the right balance between the need for open and transparent justice, and the use of suppression orders to protect the legitimate interests of parties in proceedings <i>The Hon. Justice Frank Vincent, AO QC</i>		

Chair	Justice Judy Hughes	
14:00 – 15:30	Excellence in Communication – how we communicate decisions well, both in writing and orally, and how we can provide clear information for the community about the work we do <ul style="list-style-type: none"> <i>Gideon Haigh,</i> <i>Australian Author and Journalist</i> All things not being equal: communication accessibility <ul style="list-style-type: none"> <i>Rosalie Martin,</i> <i>Speech Pathologist, Criminologist & Courage Facilitator</i> 	
15:30 – 16:00	Afternoon Tea	
Room	Meeting Room 106 & 105	Meeting Room 104
Chair	Anina Johnson	Richard Bruxner
16:00 – 17:00	Speaking the right social media language <i>Justice Steven Rares,</i> <i>Federal Court of Australia</i>	Push, Pull or Nudge: How Nudge Theory can offer new ways to get the message across <i>Justice Iain Ross AO,</i> <i>President, Australian Fair Work Commission</i>
19:00 – 19:30	Pre-Dinner Drinks	Clarendon Room Pre-Function Area
19:30 – 22:30	Conference Dinner <i>Speaker: Bryan Dawe,</i> <i>Writer, Actor and Political Satirist</i>	
		Clarendon Room A&B

FRIDAY 7 JUNE – CONFERENCE DAY 2

8:00 – 8:30	Conference Registration – Tea and Coffee on Arrival	
Room	Meeting Room 106 & 105	
8:30 – 9:30	Council of Australasian Tribunals Annual General Meeting	
Room	Meeting Room 106 & 105	
Chair	Graeme Neate AM	
9:30 – 11:00	Communicating with self-represented litigants – what is required to ensure procedural fairness <i>The Hon Justice Chris Maxwell AC, President, Victorian Court of Appeal</i>	
11:00 – 11:30	Morning Tea	
Room	Meeting Room 106 & 105	Meeting Room 104
Chair	Genevieve Nihill	Judge Paul Lakatos
11:30 – 12:30	The use of investigative interviewing to assist in decision making – how this can lead to clearer communication in hearings and fairer outcomes <i>Professor Martine Powell, Founding Director of Centre for Investigative Interviewing</i>	Accountability, transparency and diversity – the importance of an independent tribunal appointment process <i>Arthur Moses SC, President, Law Council of Australia</i>
12:30 – 12:45	Council of Australasian Tribunals Victoria Annual General Meeting	

12:45 – 13:30	Lunch		
Room	Meeting Room 106 & 105	Meeting Room 104	Meeting Room 103
Chair	Genevieve Nihill	Matthew Carroll	Justice Martin Daubney AM
13:30 – 14:30	Managing stress and maximising wellbeing for decision makers on tribunals, boards and panels <i>Carly Schrever, Judicial Wellbeing Advisor, Judicial College of Victoria</i>	The use of investigative interviewing to assist in decision making – how this can lead to clearer communication in hearings and fairer outcomes <i>Professor Martine Powell, Founding Director of Centre for Investigative Interviewing</i>	Exploring the potential for online dispute resolution <i>Katarina Palmgren, Court Legal Advisor at Magistrates' Court of Victoria</i> <i>Deputy President Ian Lulham, Head of Civil Claims List, VCAT</i> <i>Carolyn McSporran, Principal Registrar VCAT</i>

Chair	Justice Lea Armstrong	Kylea Campana	James Crichton
14:30 – 15:30	The importance of story-telling and narrative in decision-making <i>Bernard McCabe, Deputy President and Head Taxation and Commercial Division Administrative Appeals Tribunal</i>	Working with interpreters; a practical workshop bringing some tricky issues into focus <i>Susan Burdon-Smith, Senior Member, Victorian Civil and Administrative Tribunal</i> <i>Kim Saxton, the Australian Sign Language Interpreters Association</i> <i>Rowan Hughes, Translating and Interpreting Service (TIS National)</i>	The Justice Project – improving access for groups with particular communication needs <i>Leonie Campbell, Law Council of Australia</i>
15:30 – 16:00	Afternoon Tea		

Room	Meeting Room 106 & 105
Chair	Justice Michelle Quigley
16:00 – 16:50	Panel Session: The voice from the other side of the table: How can tribunals provide the best environment for effective communication? <ul style="list-style-type: none"> David Manne, Executive Director, Refugee and Immigration Legal Centre Tessa van Duyn, Legal Manager, Victorian Equal Opportunity and Human Rights Commission
16:50 – 17:00	Closing Remarks <i>Anne Britton, Chair, Council of Australasian Tribunals (National)</i>



